

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	787	705/8.ccls.	USPAT	OR	ON	2006/06/24 12:55
L2	13	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)))	US-PGPUB	OR	ON	2006/06/24 13:12
	23	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)))	USPAT	OR	ON	2006/06/24 12:56

Handwritten notes:
 L1
 L2
 read all of
 CMT
 6/24/06

EAST Search History

L4	<p> (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1))) </p>	EPO; JPO; DERWENT	OR	ON	2006/06/24 13:12
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